

# Data Sheet FUJITSU Support Pack Hardware

Maintenance Services for IT Hardware



## INTRODUCTION

Fujitsu offers - with its Fujitsu Support Pack Hardware - support services for hardware which cover diagnostics and the elimination of hardware errors via repair or replacement. Depending on the type of IT hardware and corresponding manufacturer warranty Fujitsu offers on-site support services at the customer's or at a Fujitsu service point (off-site services). Various service level options can be selected for on-site services.

This data sheet describes the contractually relevant support services; product-specific supplements, if necessary, are defined in a Technical Appendix.

The specific contracted support services are delivered according to the service scope defined in the Support Pack certificate for the correspondingly listed hardware products.

The use of remote access methods is decisive for efficient service delivery as well as a prerequisite for a Fujitsu Support Pack Hardware with defined recovery times (see "Prerequisites").

## FUJITSU SUPPORT PACK HARDWARE

Support Pack hardware is a product-related service contract for a fixed period and with once-only remuneration which supplements the manufacturer warranty. The contract period (service period) begins on the exact date when the corresponding hardware product was initially purchased. The service is provided based on a once-only payment to be paid in advance when the Support Pack is purchased and when the service is activated according to the "Supplemental terms for Fujitsu Support Packs".

Fujitsu Support Packs can be purchased within 90 days of the product purchase for a contract period of 36, 48 or 60 months. Before expiry, the service period can be extended (until the declared end-of-service for the respective product) by purchasing a corresponding follow-on Support Pack for 12 months.

# Services in detail

## OUR SERVICE OFFERING

Various services can be provided depending on the type of hardware:

### • Bring-In Service

The customer issues a call to the Fujitsu Help Desk. If a remote fix is not possible and the hardware must be repaired, the customer brings the faulty device to a qualified service point (service partner or repair center). The Bring-In Service includes the provision of all spare parts as well as the labour costs but not the transport to and from the service point. The repair work is carried out in the repair center. When the repair work has been completed, the customer is notified that the device is ready for collection.

### • Send-In & Return Service

The customer issues a call to the Fujitsu Help Desk. If a remote fix is not possible and the hardware must be repaired, the customer brings the faulty device to a qualified service point (service partner or repair center). The transport and insurance costs are borne by the customer. The Send-In Service includes the provision of all spare parts, the labour costs and the return-to-sender postage costs for the device.

### • Collect & Return Service

The customer issues a call to the Fujitsu Help Desk. If the fault cannot be solved by the Help Desk engineer on the phone, the customer is given a repair order number. One of our transport partners then organizes the collection. The faulty unit is collected at the customer's address (if not otherwise agreed, at the main entrance). The faulty unit must be packed by the customer using suitable packaging and before collection. When the repair has been completed in a Fujitsu repair center, the product is returned to the customer.

### • Door-to-Door or Desk-to-Desk Service

The customer issues a call to the Fujitsu Help Desk. If the fault cannot be solved by the Help Desk engineer on the phone, the faulty product is replaced with a comparable product. The faulty unit is collected from the customer's address (if not otherwise agreed, at the main entrance); a new one is delivered to the same address. Door-to-Door Service includes, on request, an upgrade to Desk-to-Desk Service; i.e. the replacement device is delivered direct to the user's desk.

### • On-site Services

The reported fault is analyzed. If necessary, the diagnosed technical problem is solved, if possible via remote access or otherwise by an on-site service engineer. If a hardware component fails, the operational readiness is ensured by replacing or repairing the faulty part. The spare parts used are new or as-new. The replaced parts become the property of Fujitsu or of the commissioned authorized service partner.

Various service level options can be selected for on-site services including response time and/or recovery time (see "Options"). The service levels

- Response time 4 hrs and
- Recovery time 4/8 hrs

are available under the terms described for installation locations which are within a country-specific distance from an authorized Fujitsu service point. For those installation locations which have a greater distance from a Fujitsu service point

Fujitsu reserves the right to change the response/recovery times and/or charge the additional costs.

Special service levels must be agreed for those installation locations that are difficult to reach (e.g. islands, mountains).

## SERVICES NOT INCLUDED IN THE SCOPE OF SUPPORT (EXCLUSIONS)

The contractually agreed support services do not include the backup or installation of the operating system, the application software nor the system and user data.

Exception: When replacing hard disks in workplace systems (desktops, notebooks), the pre-installed operating system must be re-installed, if made available by the user.

The regular and full data backup, including application and operating system software, is the responsibility of the customer.

## SERVICE LEVELS

The defined response times apply for on-site services. They start within the agreed service time with the initial call acceptance; time measurement is stopped outside the agreed service time. In other words, response times can last until the next day which is covered by the service time.

The agreed response times depend on the selected service option.

### • Call acceptance

Call acceptance is 24 hours a day including Sundays and public holidays. Calls can also be sent via fax, e-mail or the Internet. When the call entitlement and pre-clarification phase has been successfully concluded, the fault is accepted, a reference number is assigned and the fault is then processed according to the defined service level. The measurement of the contracted response or recovery times starts with the confirmation of an incident by the help desk.

The customer must specify the serial or ID number for the device concerned.

#### Call acceptance

To get in contact with Fujitsu support please see [www.fujitsu.com/global/support](http://www.fujitsu.com/global/support). The relevant contact details are available by choosing the respective product line and country.

### • Service time

The service time is the contractually agreed time period within which the service is provided via remote access or on-site. The standard service time varies between countries, e.g. for Germany it is Monday to Friday between 8:00 and 17:00 hrs with the exception of legal public holidays.

### • Response time

The response time is the period between call acceptance and the time when an engineer normally arrives at the customer location with the diagnosed spare part (where applicable). The measurement of response time is interrupted outside agreed service times. The response time does not apply in those situations where a fault can be eliminated remotely.

Troubleshooting continues until the IT infrastructure is operational again or until suitable progress has been made in solving the problem.

Work can be stopped for a time if additional parts or resources are required, but is restarted as soon as they are available.

- **Recovery time**

The recovery time is the period between call acceptance and the time when a service engineer normally recovers the operational readiness of the hardware that has been identified as faulty. The measurement of the recovery time is interrupted outside the agreed service time. The recovery time does not include the time required to recover data and/or install the software, operating system or corresponding updates and/or the recovery of customer-specific configuration.

#### HARD DISK RETENTION

This option of the Fujitsu Support Pack Hardware is designed for customers who - in a service situation - do not wish to hand over data media (hard disk drives or SSDs) with confidential data to Fujitsu or the commissioned authorized service partner. Customers, who purchase this Fujitsu Support Pack Hardware option, are allowed to retain faulty hard disk drives that are authorized for service: In this situation, Fujitsu, in contrast to other specifications in this document, does not insist on its ownership right for faulty hard disk drives when supplying a replacement drive.

The customer retains sole responsibility for protecting confidential data saved on faulty hard disk drive.

#### REMOTE SERVICE

As part of the Support Services Fujitsu provides reliable remote access functions which support fast and efficient fault diagnosis and, if necessary, eliminate errors. Remote access to a customer system is only carried out with the customer's approval which can be granted generally or on a case-by-case basis; it usually requires Internet access.

#### PREREQUISITES

The following prerequisites apply for the service contract. Should one or more of the prerequisites not be met, the services described can only be provided in a restricted manner or possibly not at all.

- **Remote access**

A defined recovery time in the context of Fujitsu Support Pack Hardware is based on the assumption that remote access is available for Fujitsu. If the customer does not wish to provide any remote access or this cannot be configured for some other reason, the contractually agreed service levels cannot always be met in all situations.

- **Feasibility check**

A feasibility check is carried out by Fujitsu before a Fujitsu Support Pack with defined recovery times is signed. As a result of this check Fujitsu is - where applicable - to make proposals for changes to the user's environment, unless all prerequisites for adhering to the recovery times are met. These proposals are made in writing. The Fujitsu service obligation only exists when the feasibility check has been successfully completed and when all of the above prerequisites have been met.

- **System changes**

The Fujitsu Support Pack Services can only be provided if the customer provides Fujitsu immediately and in writing details of all the modifications to the service-authorized hardware product (e. g. configuration changes, such as additive components, changing the IP, LAN, SAN, NAS configuration, etc.). In the event of any extension, the same service option must be agreed as the one in the existing contract.

#### LEGAL INFORMATION / GENERAL TERMS AND CONDITIONS

The product, delivery and service features described above include a final list of the features of the subject of the contract and do not represent a guaranteed quality or declaration thereof in the eyes of the law.

In addition to this data sheet, the following general business terms and conditions of Fujitsu Technology Solutions apply:

- "General terms and conditions for hardware and software support services of Fujitsu Technology Solutions GmbH"
- "Supplemental terms for Fujitsu Support Packs"

# OPTIONS

The following table provides an overview of standard Support Pack options. The availability of a specific service level for a specific product depends on the type of product and the associated manufacturer warranty.

Infrastructure Products	Offsite Service			Onsite Service				HDD Retention option available	
	Bring-In	Collect & Return	Desk-to-Desk or Door-to-Door	Onsite Service without Response Time	9x5 <sup>1)</sup>				
					SBD <sup>2)</sup>	NBD <sup>2)</sup>	4 h	NBD <sup>2)</sup>	
					Onsite Response Time			Recovery Time <sup>3)</sup>	
Workplace Systems	•			•	•	•	•	•	•

**Note:** For Lifebook Advanced / Superior we also offer 24x7 support, incl. recovery services

Infrastructure Products	Onsite Service without Response Time	Onsite Service								HDD Retention option available	
		9x5 <sup>1)</sup>				24x7 <sup>1)</sup>					
		SBD <sup>2)</sup>	NBD <sup>2) 4)</sup>	4 h <sup>4)</sup>	NBD <sup>2)</sup>	4h <sup>4)</sup>	24 h	8 h	4 h		
		Onsite Response Time			Recovery Time <sup>3)</sup>	Onsite Response Time	Recovery Time <sup>3)</sup>				
Servers & Storage	•	•	•	•	•	•	•	•	•	•	

## Legend:

- Availability depending on product and country, valid for CEMEA/I

### 1) Explanation of service times:

9x5 - Local business days and local business hours except legal public holidays

24x7 - Monday to Sunday including legal public holidays, 24 hours

### 2) NBD refers to the next Fujitsu business day, e.g. Monday to Friday except legal holidays (Next Business Day). SBD denotes the next but one Fujitsu business day (Second Business Day).

### 3) Availability subject to a feasibility check

### 4) For international customers and geographically distributed environments the service levels are available on global scale in major business areas for:

PRIMERGY RX100, 200, 300, 350, 500, 600, 900  
 PRIMERGY TX100, 120, 140, 150, 200, 300  
 PRIMERGY BX400, 900, 920  
 ETERNUS DX60, 80, 90,  
 ETERNUS DX extensions

# More information

Fujitsu platform solutions	More information	Copyright
<p>In addition to Fujitsu Support Services, Fujitsu provides a range of platform solutions. They combine reliable Fujitsu products with the best in services, know-how and worldwide partnerships.</p> <p><b>Dynamic Infrastructures</b></p> <p>With the Fujitsu Dynamic Infrastructures approach, Fujitsu offers a full portfolio of IT products, solutions and services, ranging from clients to datacenter solutions, Managed Infrastructure and Infrastructure as a-Service. How much you benefit from Fujitsu technologies and services depends on the level of cooperation you choose. This takes IT flexibility and efficiency to the next level.</p> <p><b>Computing products</b></p> <p><a href="http://www.fujitsu.com/global/services/computing/">www.fujitsu.com/global/services/computing/</a></p> <ul style="list-style-type: none"><li>- PRIMERGY: Industrial standard server</li><li>- SPARC Enterprise: UNIX server</li><li>- PRIMEQUEST: Mission-critical IA server</li><li>- ETERNUS: Storage system</li></ul> <p><b>Software</b></p> <p><a href="http://www.fujitsu.com/global/services/software/">www.fujitsu.com/global/services/software/</a></p> <ul style="list-style-type: none"><li>- Interstage: Application infrastructure software</li><li>- Systemwalker: System management software</li></ul> <p><b>Services</b></p> <p><a href="http://www.fujitsu.com/global/services/">www.fujitsu.com/global/services/</a></p> <ul style="list-style-type: none"><li>- Consulting Services</li><li>- Application Services</li><li>- Managed Infrastructure Services</li><li>- Product Support Services</li></ul>	<p>Learn more about Fujitsu Maintenance and Support Services, please contact your Fujitsu sales representative, Fujitsu business partner, or visit our website. <a href="http://www.fujitsu.com/fts/services/support">http://www.fujitsu.com/fts/services/support</a></p>	<p>© Copyright 2013 Fujitsu Technology Solution GmbH</p> <p>Fujitsu, the Fujitsu logo and Fujitsu brand names are trademarks or registered trademarks of Fujitsu Limited in Japan and other Countries. Other company, product and service names may be trademarks or registered trademarks of their respective owners.</p>
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\* (each call 14 ct/min.; the prices for calls made from mobile devices are limited to 42 ct/min.)